

BENEFITS NEWS

An Information Publication for State of California Employees

Employee Assistance Program

Your Employee Assistance Program (EAP) is a service designed to help you manage life's challenges. Your program offers customized solutions by understanding your unique needs and then offering appropriate assistance or referrals. EAP offers a three-part benefit: clinical counseling, work and life services, and online member services.

What are Clinical Counseling Services?

Your EAP provides assessment, assistance and, when necessary, referral to additional services. Eligible members are entitled to face-to-face or telephone consultations for a wide range of emotional health, family and work issues, including:

- Alcohol Abuse,
- Drug Abuse,
- Marital and Family Issues, and
- Emotional, Personal and Stress Concerns.

What are Work and Life Services?

Your EAP also features services to help you balance work and life and take care of all kinds of chores and challenges. Telephone consultations are available in the following areas:

Child Care and Elder Care referrals - You'll receive a needs assessment plus referrals to childcare and eldercare providers.

Financial Services - Help with budgeting, credit and financial guidance, retirement planning and assistance with federal tax issues.

Legal Services - Offers telephone or face-to-face legal consultations for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning and more.

Daily Living Services - Offers referrals to consultants and businesses that can help with everyday errands, travel, event planning and more.

What are Online Member Services?

The State's EAP website offers online access to helpful information and powerful emotional health and work and life tools. You can:

- Search for a counselor and get a referral,
- Ask our Expert an emotional health question,
- Access online assessments and self-help programs for stress, depression, insomnia, anxiety, and substance abuse, and
- Find helpful tips, tools and articles.

How do I access EAP?

Call (866) EAP-4SOC, (866-327-4762) or TDD (800) 327-0801.

Specially trained customer service representatives and professional EAP counselors are available 24 hours a day, 7 days a week to confidentially discuss your concerns.

Or go to www.EAP4SOC.mhn.com.

What information should I have when I call?

You will need to provide your name, the name of your agency or department (and facility name if applicable), and your collective bargaining unit. When eligible dependents call EAP, they will need to have the appropriate information about the employee whose benefit plan they are covered under (i.e., parent or spouse/registered domestic partner).

Are EAP services confidential?

You can rest assured that all EAP records and services are treated with the strictest confidence. The personal information you share with your counselor is confidential, unless you sign a release of information or if the law requires disclosure (e.g., if there is a threat of serious harm to yourself or others, or if there is a suspicion of elder or child abuse).

How many EAP sessions am I entitled to?

The core focus of EAP is to assist employees with personal short-term problems. EAP covers brief counseling and referral services, rather than long-term behavioral health care treatment. Counselors can help you clarify a problem, and, if appropriate, provide short-term counseling. But if longer-term counseling or other community resources would better serve you, your counselor will refer you out of EAP.

The number of counseling sessions you're entitled to depends on your State employment category or collective bargaining unit. Each counseling session lasts approximately 50 minutes. The employment categories and corresponding counseling sessions are as follows:

Employment Category	Number of Counseling Sessions Per Contract Year (July 1 – June 30)
Level 1: Bargaining Units 5 and 7 employees and all exempt, managerial, and supervisory, and confidential employees of the California Highway Patrol. Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other department. Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06). Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08) including seasonal and intermittent fire fighters.	<ul style="list-style-type: none">• 7 sessions per problem type for employee.• 7 sessions per problem type for spouse/ registered domestic partner.• 7 sessions per problem type total for dependent children, not including the employee and spouse/registered domestic partner.
Level 2: All California Highway Patrol, Dept. of Forestry and Fire Protection (State Fire Marshall), and Department of Corrections and Rehabilitation employees (unless listed in Level 1).	<ul style="list-style-type: none">• 3 sessions per problem type total for employee, spouse/registered domestic partner, and dependent children.
Level 3: All other employees.	<ul style="list-style-type: none">• 3 sessions total for employee.• 3 sessions total for spouse/registered domestic partner and dependent children.

When both spouses/registered domestic partners are State employees, spouses/registered domestic partners and family members are entitled to the counseling services under each employee's employment category. Group counseling sessions of standard duration with one counselor are counted as one session.

For more information on your EAP services contact your departmental EAP coordinator or call MHN directly at (866) EAP-4SOC (866-327-4762). TDD callers dial: (800) 327-0801. Or visit <http://eap4soc.mhn.com>.

For More Information

DPA Benefits Division
(916) 322-0300

ARAG Group
Group Legal Services Plan
1-800-247-4184

Dental Program
(916) 324-0525

Employee Assistance Program
MHN (Managed Health Network)
1-866-327-4762

FlexElect Program
(916) 327-6429

Health Promotion Program
(916) 324-9398

Merit Award Program
(916) 324-0522

Pre-Tax Parking
(916) 324-0526

Rural Health Care Program
(916) 327-1439

Savings Plus Program
1-866-566-4777
www.sppforu.com

Travel, Relocation and
Vanpool Programs
(916) 324-0526

Vision Service Plan
(916) 445-9841

Workers' Compensation Program
(916) 445-9792

DPA Fax Numbers

Benefits Division
(916) 322-3769

Savings Plus Program
(916) 327-1885

TDD (Any unit in DPA)
(916) 327-4266

Internet Address

www.dpa.ca.gov